

POSITION SUMMARY

This position provides the supervision and leadership to meat safety inspectors in the planning and performance of their daily activities. This includes giving direction, coaching, and support to field staff so they can competently conduct inspections and communicate food safety information to industry and consumers. This position acts as the primary liaison between Division management staff and field staff giving guidance in how to apply principles outlined in the Division Mission and Vision to daily activities. These include; directing work activities at establishments and processes that pose the highest risk of causing foodborne illness, providing education and consultation to industry so they understand how the regulatory requirements apply to their operations, and working with industry to not only correct problems, but help them find ways to prevent recurrence of problems.

This position also acts as the Department representative in communicating with industry, the general public, and other stakeholders of the program. The supervisor acts as a principle advisor to division bureau staff in administrative management, program development, and evaluation of program effectiveness. The supervisor also provides input to the management staff in developing policy, program initiatives and strategies, and operational procedures. The supervisor guides the inspector in choosing strategies to gain compliance with rules including initiating formal enforcement action when chronic non-compliance is evident. This position reviews work activities of inspection staff to determine if they are being conducted efficiently and according to personnel policies and procedures. The supervisor is also responsible for creating and maintaining a safe work environment for the employees. This includes carrying out the Department Affirmative Action and Equal Opportunity program.

GOALS AND WORKER ACTIVITIES

50% GOAL A: Provision of leadership and guidance to inspectors so they can competently perform their inspection duties. The inspector duties include; providing information and education to meat plant operators on food safety issues and regulatory requirements, inspection of food animals before and after slaughter, inspection of facilities and production processes, using HACCP principles, identifying hazards in meat operations and communicating risk to the plant operators, guiding the plant operator to take appropriate corrective action and apply preventive measures when food safety problems are evident, and taking appropriate enforcement action when non-compliance is evident. (IMPACT: Inspection staff knows how to apply the principles of education and consultation, hazard identification and risk assessment, collaboration, and process control to their daily work. The primary responsibility is to reduce the risk of foodborne illness by helping industry identify and control food safety hazards in meat operations.)

- A.1 Provide information and guidance to enable employees to make day to day decisions that focus on reducing the risk of food borne illness using HACCP principles.
- A.2 Assure all resources, including employee work assignments and activities, are allocated toward the highest priorities associated to assuring safe food.
- A.3 Listen to concerns of employees and support them by helping them deal with difficult issues, solve problems, and manage conflict situations.
- A.4 Guide employees in their professional development by assuring they are technically competent, have good human relation skills, use good judgment, and make data based decisions.

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- A.5 Obtain and use industry feedback to help evaluate if the service provided by inspection staff meets their needs.
- A.6 Conduct meetings with staff on a regular basis to get feedback on ways to improve the supervision given to each individual.
- A.7 Conduct or oversee meetings of inspection staff to gather input, exchange information and problem solve.
- A.8 Meet individually with staff to review performance with the focus being to: recognize achievements, discuss ways to improve, and give coaching. If performance is unsatisfactory develop performance improvement plans or implement appropriate disciplinary action. Complete an annual performance evaluation.

30% GOAL B: Administration of the meat inspection program. (Impact: Decisions are made by the supervisor to carry out program initiatives, apply strategies that achieve the program goals, and that ensure policies are applied in a uniform manner. Evaluation activities are conducted to assure program objectives are effective in assuring safe food.)

- B.1 Assure that enforcement actions are taken when establishments or individuals are posing a risk to public health or conducting illegal activities.
- B.2 Determine if meat inspection program initiatives, strategies and policies are carried out, are effective in assuring safe food, and are in compliance with applicable laws, codes and policies.
- B.3 Manage operational information about plant operating times, plant activities, kill schedules, and inspector schedules to assure it's accurate in the PBIS database.
- B.4 Evaluate the effectiveness of the PBIS inspection system by reviewing data to determine how well it captures activities of inspectors and reflects plant conditions.
- B.5 Assist in developing or improving delivery or support systems, or other inspection strategies, policies, and procedures, by actively participating in problem-solving bureau meetings or process improvement teams.

10% GOAL C: Information, education, and consultation is provided industry, consumers, and other stakeholders related to meat safety issues, regulatory requirements, and public health concerns. (IMPACT: Consumers are provided information on meat safety when requested to address complaints and to respond to concerns and provide information that helps assess the safety of food. Industry personnel are informed of regulatory requirements and how they can comply. Information on meat safety and regulations is provided to legislators, media, and other interested people.)

- C. 1 Respond to phone or mail inquiries regarding meat safety issues and regulatory requirements. Disseminate written information to the public.
- C.2 Assist in developing educational materials, information packets, and other media used to educate the public or industry.
- C.3 Provide education and training to industry personnel and help other bureau staff or other organizations prepare and deliver food safety information and education.
- C.4 Attend seminars, conventions, training sessions, etc. to deliver information and education on food safety.

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10% **GOAL D:** Supervision of staff and administration of general personnel policies and procedures. This includes creating and maintaining a safe working environment for employees and management of staffing assignments and work activities to assure maximum efficiency.

- D.1 Participate in recruitment, the hiring process and make hire recommendations. Support and carry out the Department Affirmative Action and Equal Opportunity policies and initiatives.
- D. 2 Assure a safe working environment by implementing, monitoring, and evaluating the Division safety plan and procedures.
- D. 3 Refer complaints of harassment including sexual, racial, or other types of unwarranted or illegal actions or behaviors that threaten the safe or comfortable working environment for employees to legal counsel, the Bureau of Human Resources, and/or direct employees to the informal complaint process outlined in the employee handbook.
- D.4 Assure **efficient delivery of service** within the boundaries of the collective bargaining agreement and department work rules. Monitor and implement union contract provisions as applicable.
- D.5 Conduct performance evaluations, counsel and guide program staff. Develop corrective action plans for employees not meeting standards.
- D.6 Review alleged violations of the contract at the pre-filing step as necessary. Provide a recommendation and rationale to management about the disposition of the alleged contract violations.
- D.7 Review reclassification, layoff, resignations and dismissals for compliance with applicable standards and rules.
- D.8 Review and approve leave schedules, training requests and timesheets.

POSITION DESCRIPTION - PART B

I. KNOWLEDGE AND SKILLS REQUIRED

- A. Extensive knowledge of leadership principles related to employee development, communication, human relations, and conflict management.
- B. Advanced skills in both written and verbal communication.
- C. Advanced skills in team building, data analysis, problem-solving and giving and receiving feedback from internal and external customers.
- D. Considerable knowledge of supervision principles related to planning and organizing work, evaluating employee work performance, developing corrective action plans to improve performance and taking disciplinary action when appropriate.
- E. Considerable knowledge of the principles of sanitation and good manufacturing practices as they relate to food production.
- F. Considerable knowledge of process control and HACCP principles as they relate to food production processes. These include; hazard identification, risk assessment, and effective monitoring and verification activities.
- G. Considerable ability to manage multiple priorities, apply good time management principles, analyze and evaluate processes and systems, and use good judgment in decision making.

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- H. Considerable knowledge of the rules and regulations governing meat operations licensed under Chapter 97 of the Wisconsin Food Regulation.
- I. Working knowledge of enforcement strategies using the principles of progressive compliance.
- J. Working knowledge of the personnel policies and administrative guidelines governing hiring procedures and practices, a safe work environment and worker grievances.
- K. Knowledge of training techniques and principles.

Special Requirements:

- Possession of a valid Wisconsin Driver's License.

II. DISCRETION AND ACCOUNTABILITY

- A. The supervisor reports directly to the Director of Field Services. Supervisors are assigned specific areas of program responsibilities, large geographic areas and personnel. Supervisors are responsible for overseeing the inspection activities conducted in meat inspection operations under the jurisdiction of the Division of Food Safety. These operations include slaughter facilities, processing facilities, custom exempt operations, pizza production plants and combinations of each. The supervisor coordinates inspection and compliance programs including the actions to reject facilities and equipment and prevent their use, retain meat and meat food products and determine their acceptability for human consumption, and condemn unwholesome products.
- B. Supervisors are responsible for ensuring the completion of inspectors scheduled work activities. They are responsible for ensuring meat inspectors are trained to recognize adulteration, misbranding, unsanitary conditions and processing procedures which may have serious food safety risks. This includes verification activities, collection of samples, obtaining specimens and pictures to document violations and advising/assisting inspectors in appropriate corrective action procedures.
- C. Supervisor initiates administrative and civil complaints for alleged violations of law. This includes training inspectors in proper investigational techniques, written documentation, and collecting physical or pictorial evidence. Supervisor directs development of cases and submits recommendations for legal action to the compliance bureau.
- D. Supervisor is responsible for reviewing assigned plants periodically to assure that the Wisconsin Meat Inspection Program is equal to the federal inspection program. These reviews consist of determining how effective the meat inspection program is working to identify and control food safety hazards in meat processing operations.
- E. Supervisor holds regular meetings with field staff to outline objectives and establish job standards. They evaluate and rate staff performance and assess training needs. They recommend reclass from entry to objective level for new inspectors and develop corrective action plans to improve unsatisfactory performance. They address personnel needs, encourage professional growth and provide ongoing support and recognition to encourage continuous improvement in performance.

III. PERSONAL CONTACTS AND THEIR PURPOSE

- A. The supervisor has daily contact with meat inspection staff for the purpose of coaching, supporting, directing, or evaluating. On the job observation is conducted of techniques as they relate to sanitation requirements, ante-mortem and post-mortem procedures, sampling, pest control, and verification activities related to HACCP. Provide guidance and training in inspectional activities such as; methods for identifying hazards, conducting risk assessments, and taking effective enforcement actions.

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- B. The supervisor has frequent contact with industry personnel to discuss regulatory requirements and program activities, provide education about food safety issues, or to discuss license procedures. This is done most frequently by having in-plant meetings with owner and operators but may also include holding group meetings or presenting at workshops or seminars.
- C. The supervisor has contacts on a daily basis with Department management, technical and legal staff to resolve legal, technical and procedural problems, coordinate inspection effort throughout the state, and discuss and resolve personnel problems.
- D. The supervisor has occasional contacts with the legislature, other government officials, and legal officials to discuss food safety issues, resolve problems, or provide program information.
- E. The supervisor has contact with the public related to consumer and industry complaints, alleged food poisonings, and attempting to resolve situations with individuals.

IV. WORKING ENVIRONMENT

- A. This position requires that approximately 50% of the supervisor's time be spent in the supervision of field inspection activities. Frequently, the inspectors request that the supervisor accompany them on problem or confrontational situations. Good judgment, tact, sound reasoning and assessing human behavior is required to resolve potentially sensitive and argumentative situations.
- B. The supervisors are exposed to some hazards on the job in food production and processing environments. It is imperative that he/she follows safety rules and precautions and that inspectors be instructed in the same requirements. Some safety equipment is required and supervisors assure that inspectors follow Department rules and are safety conscious.
- C. Field work is conducted in meat plants. A variety of environments are encountered including extreme heat and/or cold, high humidity, slippery floors, strong offensive odors and by-products, moving meat and/or equipment.
- D. This position requires proper office protocol and professionalism. This includes the ability to communicate effectively both orally and in writing, cooperate with office support staff, and coordinate efforts with peers and higher level management.